

Important Reminders to Policyholders About HIRSP Coverage

Spring 2003



- 1. HIRSP can only reimburse for covered services received from health care providers who are certified by Wisconsin Medicaid.** It is your responsibility to make sure your provider is Wisconsin Medicaid certified before you receive a service. To find out if your provider is certified by Wisconsin Medicaid, ask your provider or call HIRSP Customer Service at 1-800-828-4777 or 1-608-221-4551.
- 2. HIRSP allows out-of-state providers to obtain short-term Wisconsin Medicaid certification.** If emergency services are needed, the provider can be certified after care is received. For nonemergency services, the provider must be certified before care is received. You may obtain the required Temporary Certification Provider Data Sheet on the Internet at www.dhfs.state.wi.us/hirsp/ or by calling HIRSP Customer Service at 1-800-828-4777 or 1-608-221-4551.
- 3. Providers who are Wisconsin Medicaid certified are required to accept HIRSP's reimbursement amount as payment in full.** Wisconsin law prohibits Wisconsin Medicaid-certified providers from asking you, as a HIRSP policyholder, to pay more than HIRSP medical deductible, medical coinsurance, or drug coinsurance.
- 4. You can receive HIRSP prescription drug benefits in Wisconsin or outside Wisconsin by using your HIRSP identification card at pharmacies in the WellPoint network.** All pharmacies participating in the WellPoint network, whether in Wisconsin or out-of-state, meet Wisconsin Medicaid certification requirements for HIRSP. If you do not know if the pharmacy is in the WellPoint network, ask the pharmacist.
- 5. If you are enrolled in HIRSP Plan 1, you may choose between Option A (\$1,000 deductible) and Option B (\$2,500 deductible) each year in October.** HIRSP sends information and the necessary forms to Plan 1 policyholders each October to inform them of the annual choice of coverage and to remind them that they may not change plans any other time during the year. The change in coverage is effective January 1.

How to Contact HIRSP Customer Service

Telephone

1-800-828-4777 or
1-608-221-4551

HIRSP Customer Service telephone operators are available from 8:30 a.m. to 4:30 p.m. on Mondays, Wednesdays, Thursdays, and Fridays and from 9:30 a.m. to 4:30 p.m. on Tuesdays.

Mailing Address

HIRSP
6406 Bridge Rd, Ste 18
Madison WI 53784-0018

Fax

1-608-226-8770

6. **HIRSP medical deductible, coinsurance, and drug coinsurance out-of-pocket obligations start over on January 1 of each calendar year.** Any expenses for dates of service during the last three months of the calendar year that are applied to your deductible are carried over and also applied to your medical deductible obligation for the next year. This does not apply to medical coinsurance and drug coinsurance out-of-pocket maximum. Refer to your policy and applicable policy amendments to determine the amount of your annual obligations.
7. **HIRSP requires that complete and correct claims be submitted within 15 months after the date that you receive the services.** You may be billed by your provider for claims that HIRSP denied due to billing errors or because the corrected claims were not submitted within 15 months from the date of service. Be sure to check your monthly HIRSP Explanation of Benefits and contact your provider if claims have not been submitted.
8. **You must notify HIRSP in writing and submit a copy of your Medicare card when you become eligible for Medicare at age 65 or because of a disability.** This will allow you to continue your HIRSP coverage and pay less for premiums, deductibles, and drug coinsurance out-of-pocket maximums.
9. **You must notify HIRSP of changes in your name, address, or insurance eligibility in writing to HIRSP, 6406 Bridge Road, Suite 18, Madison, Wisconsin 53784-0018.** Do **not** send these changes with your premium notices or to the address for premium payments.
10. **Before obtaining services, refer to your HIRSP policy for information about benefits, limitations, and services that HIRSP does not cover.** Contact HIRSP Customer Service if you have questions regarding your policy and coverage.

Information about
HIRSP is available on
the Internet at
www.dhfs.state.wi.us/hirsp/